

Superior Citizen Service for the State of Indiana Family and Social Services Administration (FSSA)

Bringing new technology that makes a dramatic and positive impact on productivity to the government is central to the mission of Lockheed Martin Desktop Solutions, Inc. (LMDSI). We are especially proud that we can offer technology that helps strengthen business processes, improve citizen service, and create new opportunities for customer success. As the Indiana Family and Social Services Administration (FSSA) evaluates its approach to meeting the needs of citizens we urge you to strongly consider our industry leading business process management solution, Intranet Quorum® (IQ).

IQ delivers a business process management solution that is immediately relevant to the Indiana Family and Social Services Administration (FSSA) and its constituency. It is a proven, respected, and effective application that supports a best practices approach to citizen service and government processes. LMDSI provides IQ to every level of government from cities, counties, and states to federal agencies including the U.S. Congress and the White House. This successful experience is precisely aligned with the State's well-established goal to attain the highest standard of constituent service for the people of Indiana. The IQ solution offers the following important attributes:

- **No risky system development required:** IQ is a citizen service oriented solution that is well ahead of the competition in terms of advanced technology, proven performance and ease of use. IQ is easily configured to meet the specific needs of your office without custom development.
- **Strong support and maintenance service:** LMDSI has grown to be the predominant supplier of workflow and correspondence management systems for the United States Congress, the nation's Governors, and federal and state agencies due to our focus on customer success and satisfaction.
- **Ease of use:** Since our solution employs a browser-based interface for the end user, government workers at all computer skill levels will find it easy to learn and use, quickly maximizing the benefits of automation.
- **Fits current guidelines and procedures while streamlining process:** The flexibility of IQ fits to your current business processes, and allows for future change. Because it is easily configurable your costs are kept to a minimum now and in the future.
- **Seamless Technology Integration:** IQ relies on Microsoft Server technology, Internet Information Server (IIS), Oracle, and Microsoft Internet Explorer. These common standards offer the best possible fit with existing technologies. The result is smoother implementation, maximum operating performance and minimal cost. This same technology platform affords the State to plan for any projected system growth and expansion of users.

These claims are well documented and confirmed by our existing customers

"Today we have a better way to aggregate critical information in order to provide the best possible response in the shortest amount of time."

Fairfax County, Administrative Assistant to the Board of Supervisors

"It's a high-tech and efficient system, far more organized than the [previous] process ... which never kept track of where letters went and whether anyone followed up."

Washington DC, Correspondence Office, Executive Office of the Mayor

Risk Mitigation – A Proven History of Success Means Low Risk

LMDSI has two decades of successful experience providing citizen relationship management solutions to government organizations. We work in partnership with our customers' management, end-users and information technology specialists in a dynamic relationship focused on project success. The following attributes from this approach afford the assurance of project success .

- **Legacy of Success:** More than 25,000 users nationwide have employed our citizen relationship management systems. IQ is the most widely used system for the purpose of citizen service.
- **100% “Referenceable” Customer Base:** We urge prospective customers to contact any and all of our past and present customers – a tough standard for any information technology company to stand up to with confidence.
- **Focus on Our Customers’ Business:** LMDSI’s singular focus on citizen service organizations delivers an awareness of the management and administrative issues that public sector organizations face. As a result, your staff can rely on the LMDSI team as a critical resource to provide the experience and knowledge of citizen service best practices. We also recognize the importance of minimizing the disruption during the installation process.
- **Speed of Implementation:** LMDSI’s successful track record delivering complex IT solutions provides a solid foundation for avoiding project delays or miscues.
- **Project Management:** Our Project Managers have the unmatched experience of implementing and supporting citizen relationship management systems in some of the most challenging government organizations.

The IQ System – Efficient, Intuitive, and Flexible

The following summarizes a few of IQ’s functions, features, benefits, and values:

IQ People – Citizen Relationship Management places a high value on superior citizen service so it should come as no surprise that the heart of the IQ system is a comprehensive database of citizen information. IQ is designed to track the vital information required to ensure efficient citizen request fulfillment. IQ People provides every possible advantage. Names, unlimited addresses, unlimited communications information (e.g., phone, fax, email address, and web site), multiple salutations, notes, and unlimited affiliation codes, contribute to the most comprehensive and flexible citizen system on the market today.

IQ Workflow – A powerful productivity tool delivered as part of our base solution, IQ Workflow meets the business process needs of many diverse government organizations. The workflow system is ideal for processing casework of any type. Workflow templates can be set up with the unique and specific procedures of each group, department, or agency in mind. Workflow also offers letter approval, information routing, task assignments, and other important processes and procedures. Notification of assignments, reminders, and management alerts are all integral features of workflow.

IQ Correspondence – From data entry to letter creation, from letter generation to letter printing, IQ Correspondence helps process the mail pouring into government offices every day. Whether responding to individual letters, form letters, email, faxes, phone calls, or personal visits, IQ eases the process and stimulates productivity through carefully designed features and functions.

IQ IMA – The IQ Internet Mail Agent (IMA) speeds and simplifies the process of answering and managing electronic mail. IMA detects subject matter from email and routes messages to the appropriate staff member. Messages that are difficult to classify are directed to an Exception Handler for easy manual review and disposition. These features enable staff to maintain a thorough and accurate record of all contacts with a person or organization.

IQ Extended Workflow – By integrating with an existing email system, IQ’s workflow “extends” the product’s reach to non-IQ users. IQ Extended Workflow routes workflow messages to non-IQ users so that they can take action and respond. Their response is re-integrated into the IQ system using a key ID. This functionality means users do not have to lose track of actions taken by other organizations. The originating office can maintain accountability for requests that are referred to other departments or agencies.

IQ Calendar – IQ Calendar is a group scheduling system that is fully integrated with the People Database in the IQ system. Events can be associated with people and vice versa. This connectivity means that there is a single place to look for information about a person requesting an appointment. In addition, events can be assigned to multiple staff members or kept as private. Most scheduling systems limit the schedule to one event per time period, but in real life, many things may be happening at any given time. IQ allows multiple events to be booked at the same time and tracked so that appropriate resources can be assigned to each event.

My IQ Page – The My IQ page consolidates user-specific information on a single page with an overview of assignments and tasks. My IQ appears when you log onto Intranet Quorum. My IQ shows office announcements and approved events, top issues, current headlines, and other information as set up for your office. It also provides quick and easy access to your pending work, to alerts that have been sent to you, and to a graphical overview of up-to-date information in your database.

A Tailored Solution that Delivers Supreme Satisfaction

Inherent in our IQ solution are robust capabilities that allow you to effectively create your complex business processes, unique reports, and integration with your existing systems. The following highlights some of these important capabilities:

Flexible Workflow Builder – IQ’s workflow templates are easily configured using the integrated workflow builder. A set of parameters define each workflow so that IQ can mirror your exact processes and establish consistent and repeatable rules for opening, routing, processing, and closing each workflow.

Custom Report Writer – Each organization has specific and distinctive requirements for reporting data. IQ’s Custom Report Writer lets you supplement a thorough selection of standard reports with custom views of your information.

Easy Integration and Connectivity – IQ is a browser-based application relying on Oracle and Microsoft Internet Server technology. The application can reliably exchange data with legacy and third-party systems using a variety of technologies including XML protocols and custom API’s.

Experienced Implementation Teams – LMDSI has unmatched experience meeting the requirements of organizations dramatically similar in mission, performance, and execution to the Indiana (FSSA). Our team of professionals has a depth and breadth of experience that will prove exceptionally valuable to the Governor and staff during this important process.

Implementation Services – Precision Planning and Execution

“As a result of the implementation of the [IQ] system, a new interdepartmental cooperation has been established.”

Public Management Magazine, May 2001

Project Management – Starting with pre-sales discussions, the LMDSI project management team works with each customer to determine the specific and unique needs of their organization. Our staff works with customer staff to determine timelines, user demographics, training needs, and technical infrastructure, as well as the preferences of each organization.

Installation – The installation of the IQ system is well defined and practiced. LMDSI provides thorough configuration documentation and performs server installation according to strict quality standards.

Training – LMDSI will deliver training in the manner preferred by each organization. For some, this means standard classroom training delivered at the customer site. For others, a “Train the Trainer” approach may be desired. In both cases, LMDSI offers technical and end-user training. In addition our Computer Based Training (CBT) also proves beneficial to many users.

Data Conversion – Often customers have one or more databases they wish to convert to IQ during the implementation process. LMDSI provides full data conversion services to insure customer satisfaction. As part of the LMDSI service, data mapping is performed prior to conversion to insure that all data elements are placed in the appropriate fields.

Extended Onsite Support – LMDSI assures project success with extended onsite support following the training process. In the initial days and weeks of implementation, LMDSI provides tutorial assistance, one on one training, and consulting services. This extra time with our staff helps new users maximize their productivity and allows each user to tailor the system to their specific needs.

Maintenance – LMDSI offers an annual upgrade subscription to assure that new features and functions are made available to our customers on a regular basis. Maintenance also addresses the ever changing technical infrastructure and changes made to third party products such as word processors that might interface with IQ.

Support – Help Desk support is offered to all IQ customers. Our help desk service can provide remote diagnostics and assistance as well as answer user questions.

All together, LMDSI offers a thorough suite of implementation and support services. This comprehensive approach to product and service delivery is the result of two decades of experience in Citizen Relationship Management systems designed specifically for government organizations.

Conclusion – Established Need, Opportunity, and Capability

LMDSI is eager to provide our IQ products and services to the Indiana Family and Social Services Administration (FSSA). We strongly believe we offer the State the best technology, the most experienced staff, and the most impressive list of highly referenceable customers. We also offer the State a dedicated and invigorated team that strives for success with each and every customer.